



VIRGINIA
Cannabis
Control
Authority

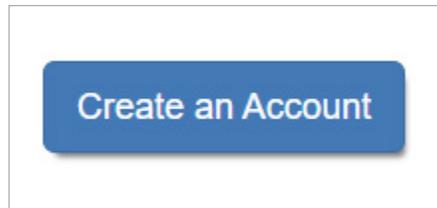
How to create an account

Patients, parents/legal guardians, and registered agents are only required to register under certain circumstances. Please refer to the registering page on the CCA website for more information.

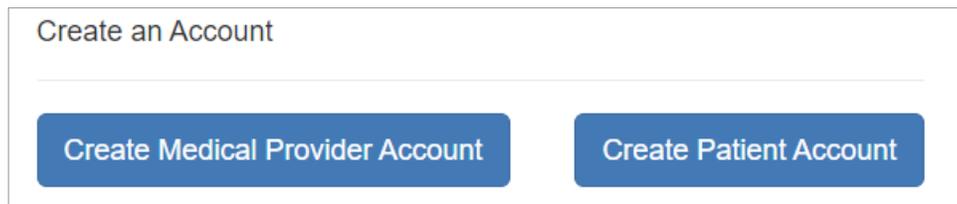
Creating an Account

To access the patient portal, use the following link: <https://patients.va.biotr.ac/>

- ▶ Create an account by clicking on the “Create an Account” button at the bottom of the page.



- ▶ Select the “Create Patient Account” button.



- ▶ Complete the following:
 - ▶ First name
 - ▶ Last name
 - ▶ Date of birth

A registration form with three input fields. The first field is labeled '* First Name', the second '* Last Name', and the third '* Date of Birth' with a placeholder 'MM-DD-YYYY'.

- ▶ Enter your email and create a password.

Note: The email address entered will be the email address to access your account and to which all electronic correspondence and notifications will be delivered.

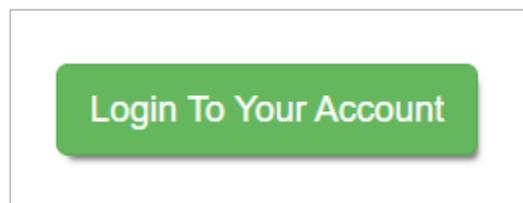
A registration form with three input fields: '* Email', '* Password' (with a 'Generate' button), and '* Password confirmation'. A tooltip is displayed over the password field, stating: 'Password should be more than 8 characters and contains at least one character from each next characters set: abcdefghijklmnopqrstuvwxyz ABCDEFGHIJKLMNOPQRSTUVWXYZ 1234567890'.

- ▶ You will be sent an email to confirm you created an account. Click on the link **only once** to validate your account.

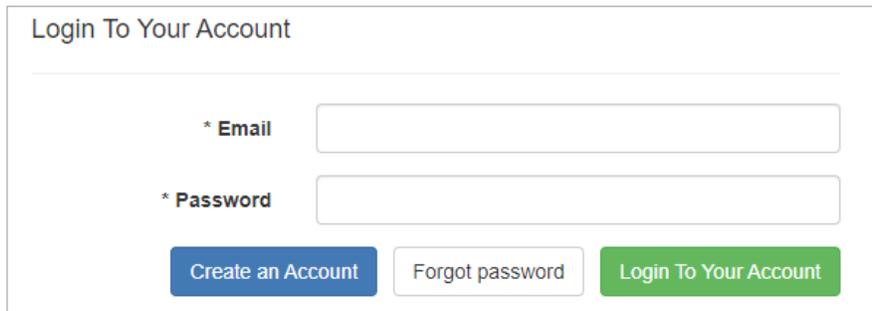
Note: Check your email spam folder for the confirmation email.

Account Sign-In

- ▶ To access your account, use the “Login to Your Account” in the bottom right-hand corner of the patient portal.



- ▶ Enter your email and password.



Login To Your Account

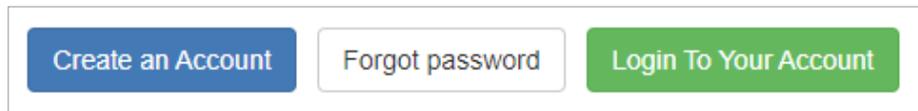
* Email

* Password

Create an Account Forgot password Login To Your Account

Forgot your Password?

- ▶ If you forget your password, click on the “Forgot Password” button.



Create an Account Forgot password Login To Your Account

- ▶ Enter your email, and the system will send a “Reset Password” email to change your password.

Note: An applicant may request a new password once per hour.

